

FIG. 1

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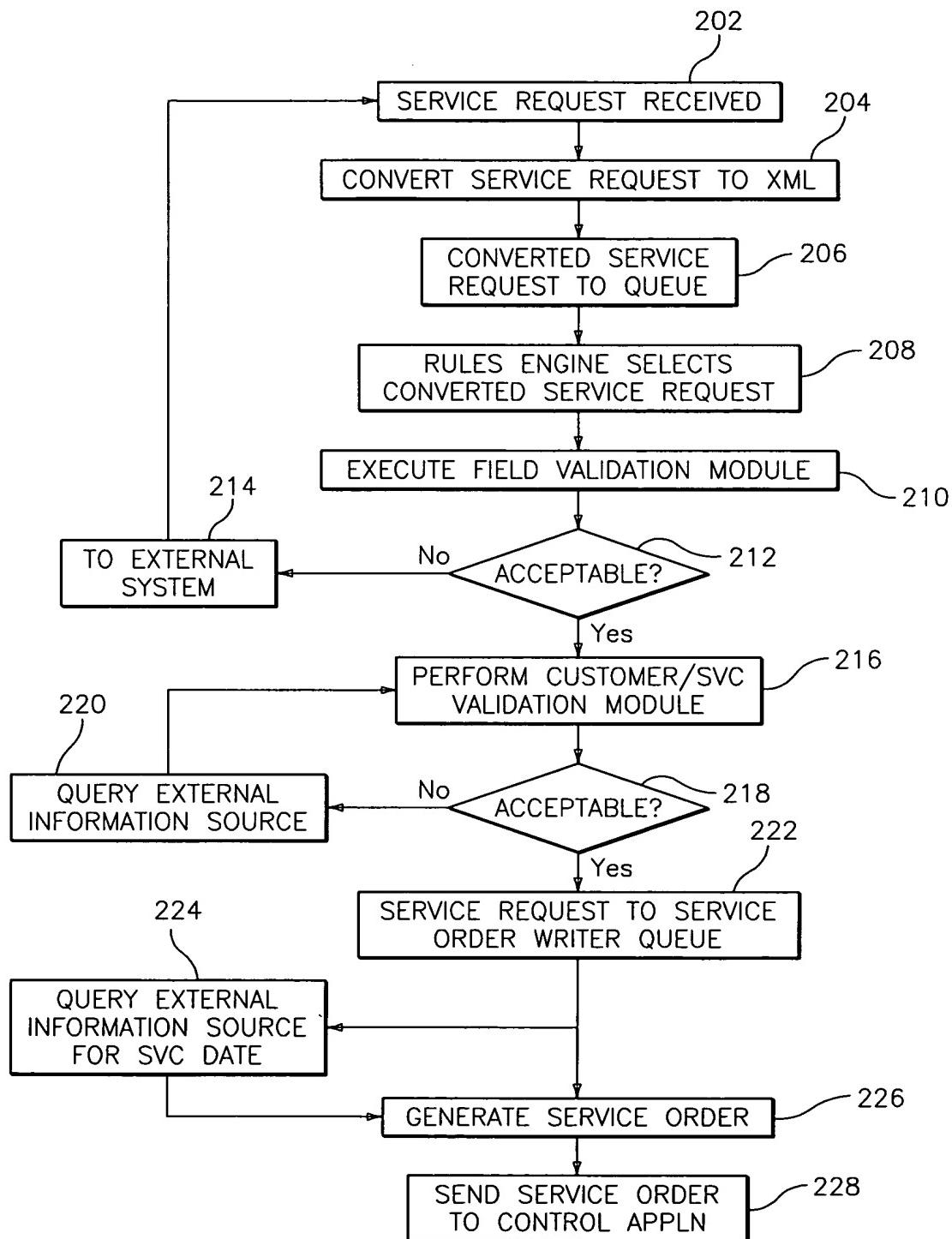


FIG. 2

Methods, Systems, and Storage Mediums for Integrating Service Request Generation Systems
with a Service Order Control System
David A. Hill
Docket No. 030728 (BLL-0181)

- <LSR> 3/5

```
<ccna>FD</ccna>
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<version>00</version>
<locqty>000</locqty>
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<an>XXXXXXXX468</an>
<serviceCenter>LCSC</serviceCenter>
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<act>C</act>
<cc>4085</cc>
<actl>XXXXXXMD</actl>
<Iso>XXX241</Iso>
<tos>1B-</tos>
<nc>TY--</nc>
<cic>XX66</cic>
<cust>XXXX REALTORS</cust>
<ban1>XXXXX025025</ban1>
<acna>XXX</acna>
<billName>XXXX Communications</billName>
<billNameStreet>123 XXXX Way</billNameStreet>
<billNameFloor>2</billNameFloor>
<billNameCity>XXXXXX</billNameCity>
<billNameState>FL</billNameState>
<billNameZipCode>XXXXXX</billNameZipCode>
<billCon>XXXXXXX</billCon>
<billConTelNo>XXXXX329</billConTelNo>
<init>Nora</init>
<initTelNo>XXXXXXXXXX</initTelNo>
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<initFloor>2</initFloor>
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<initState>FL</initState>
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<impConTelNo>123456789</impConTelNo>
<altImpCon>TECH ON DUTY</altImpCon>
<altImpConTelNo>123456789</altImpConTelNo>
<dsgCon>TECH ON DUTY</dsgCon>
<drc>ZD</drc>
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<dsgConFloor>2</dsgConFloor>
<dsgConCity>XXXXX</dsgConCity>
<dsgConState>FL</dsgConState>
<dsgConZipCode>XXXXX</dsgConZipCode>
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FIG. 3

Methods, Systems, and Storage Mediums for Integrating Service Request Generation Systems
with a Service Order Control System
David A. Hill
Docket No. 030728 (BLL-0181)

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- <ServiceOrder orderNumber="XXXXXGD8" applicationDate="20030624">
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- <HeaderField name="workFunctionCode">
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FIG. 4

Methods, Systems, and Storage Mediums for Integrating Service Request Generation Systems

with a Service Order Control System

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SHAK NCXXX SITE D

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RI ABCEF SOCS21A

SR PCX VN 000 SI 205991 RC AM PD - - AC Y TI SOI BF RG N
TN 205 991-XXXX SA CC 647 CD 02-23-04 EX BHMS AD 02-18-04,HU,1744, ID,02-18,
ORD,N1XXXXXX,A, ,CS,VR3CL,SLS,XXXXXX,DD,02-23-04,AC, ,AP,W,MA, .
ZRTI R,R,504 557-2444,CH,985867 . .
ICENTR00 . . ---DIR . .
CRO C1G6W520 . . IDEL A0, B0 . .
IPCL MCH T 02-23-04
RRSO C1G6W520 . . ---BILL . .
SEQ (A) C1G6W520 . . ,IBN1 XXXXXXXXXXXXXXXXXX . .
ITTRA205 991 . . IBA2 . .
ZOCB 02-23-2004 . . IPO BIRMINGHAM AL 35244 . .
ZDDC 02-23-04 . . IBI WSO . .
. . IBTN XXXXXXXXXX . .
. . ICC B . .
ILN XXXXXX, DANIEL J . . ICI OS 205XXXXXXXX . .
ILA 123 SOME ST., HOOVER . . ISS (1) XXXXXXXXXXXXXXX;X, XXXXXXXXXXXX, . .
ISA 123 SOME ST., HOOVER, AL . . NIEL . .
ILOC DES (N XXXXXXXX SUBDVSN H280 . . ITAR 094,736 . .
TL HUGH XXXXXX DR G 1-4M TL . . IZSCR99XX, 02-18-2004 . .
XXXXXXXXX SUBD)
IDZIP352XX . . ---S&E . .

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---S&E . . /ZSER 31099999A8 . .
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/LPIC 0377/LPCA BO, 02-18-04 . . I1 /ZSER 38099999A9 . .
/PIC 0377/PCA NO, 02-18-04
/ZSER F8099999A0/EXK 205 991 . . /ZSER 3F099999AA . .
/LRN 2059910000/TTRA 205 991 . . I1 /RMKR (A) 02-23-04 . .
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/ZSER 00099999A1 . . /ZSER 46099999AB . .
I1 9LX /TN 205 991-XXXX
/ZSER 07099999A2 . . ---RMKS . .
I1 AHX /TN 205 991-XXXX . . RMK TN (205) 991-XXXX MANUALLY ASS. . .
/ZSER 0E099999A3 IGNED BY XXXXXX. SPLIT CSR . .
I1 ESC /TN 205 991-XXXX . . RMK ADL (205) 991-XXXX CUSTOMER WI. . .
/ZSER 15099999A4 LL PROVIDE INSIDE WIRING FOR A, . .
I1 ESXDC/TN 205 991-XXXX . . RMK FACILITIES NOT CONNECTED AT CU, . .
/ZSER 1C099999A5 STOMERS PREMISES . .
I1 FUJAX/TN 205 991-XXXX . . IRMKR(A) VR3CL 022304 . .
/ZSER 23099999A6 . . ZCBR 205 9XX-XXXX . .
I1 LNPCX/TN 205 991-XXXX . . ZTRK (PMAP) SO 02182004233727GMT . .
/ZSER 2A099999A7 . . ZTRK (PMAP) IO 02182004234409GMT . .
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FIG. 5